

Commission on Aging Annual Stakeholders Meeting
Age Friendly: What it Means For You
Executive Summary

Montgomery County (MC) is enrolled in the World Health Organization/AARP Network of Age-Friendly Communities and is actively working to ensure that it is meeting the needs of active vital senior residents as well as those of our more fragile and vulnerable seniors. County Executive Ike Leggett initiated Age Friendly Montgomery, an effort that brings together public and private sector participants in an advisory group and in workgroups to address issues in each of the ten domains essential to an age friendly community. (The specifics of Age Friendly Montgomery are found in Appendix B)

The County's Commission on Aging is actively supporting the Age Friendly Montgomery effort and to that end convened a Stakeholders Forum to inform interested citizens of the Age Friendly Montgomery initiative and of progress to date on four of the domains, to obtain feedback from the participants and to develop recommendations for ongoing work in these four areas.

More than 120 residents participated in the meeting bringing their interest, personal experience and/or expertise to the breakout session discussions. These sessions led to the identification of top issues and the following recommendations for each of the four domains:

Housing

1. Develop a long-term plan for affordable housing for older adults, including affordable assisted living residences. This plan should include identifying multiple ways to address the issue of a shortage of affordable housing for older adults in addition to MPDUs, which is not affordable for all older adults.
2. Explore a variety of ways to provide wrap-around services to older adults in housing where there are a significant number of older adults.

Transportation

1. Enhance all modes of communications regarding transportation services.
2. Provide information on all the transportation options including groups that provide volunteer drivers.
3. Expand the availability and updating of bus schedules.
4. Publicize what ID is needed for Ride-On Senior discounts and free rides, smart-trip cards.
5. Collect statistics on older adult use of Metro Access, Call n Ride, etc. and conduct objective evaluations of transportation services.

6. Provide assistance to older adults and families transitioning from driving to use of public transportation.

Communications

1. Enhance easy and multiple ways for older adults and their families/caregivers to access information about services and programs in the County.
2. Recruit “ambassadors” such as service providers, caregivers, medical/health care providers, faith communities, villages, The Beacon to provide county services and programs information.
3. Evaluate the county’s communication methods for extent of outreach, effectiveness, readability, and understandability.

Home and Community Based Services

1. Identify ways to recruit and vet caregivers.
2. Initiate training program for home care paid caregivers and family caregivers.
3. Increase care/case management.
4. Increase and publicize programs/issues of caregivers
5. Increase facilities for respite care.
6. Increase offerings of Chore services.
7. Provide money management/financial services.
8. Increase awareness of food insecurity.

These recommendations will be shared with the Age Friendly Advisory Group and Working Groups, the County Executive, the County Council, all participants, and the community as a whole via the Commission on Aging website.

The Commission will conduct an Age-Friendly Stakeholders Forum in 2018 where the remaining six Age-Friendly domains will be addressed as well as an update on the four age-friendly domains discussed at the 2017 Forum.

Commission on Aging Stakeholders Forum
Age Friendly Montgomery: What it Means For You

March 29, 2017, Silver Spring Civic Building

Meeting Report and Recommendations

Background

On March 29, 2017 the Montgomery County Commission on Aging (COA) convened a panel of experts to provide information about MC's Age-Friendly initiative. Residents, commission members, representatives from local non-profits including but not limited to the Jewish Council on Aging, Jewish Social Services Administration, businesses, home health agencies, healthcare providers, County government staff, who serve the aging population and other relevant stakeholders also participated in the Forum (see Appendix A, Stakeholder Forum Agenda). Representatives from House Representative Jamie Raskin and Senator Chris Van Hollen's offices also attended.

This Stakeholder Forum was a follow-up to the County Executive's initiative for MC to become an internationally certified "Age-Friendly County." The County has a demonstrated record of commitment to meeting the needs of both its active, vital senior residents as well as the more vulnerable. Building on that record, in December 2015, at the County Executive's Summit on Aging, the County Executive announced that the County enrolled in the World Health Organization/AARP Network of Age-Friendly Communities. The County joins more than 140 Age-Friendly communities across the country, as well as those in more than 20 nations across the world. These communities are committed to ensuring that they are well-designed, livable communities that meet the needs of residents of all ages.

Stakeholder Forum Goals

The Stakeholder Forum was an education and advocacy opportunity for COA. In this instance, the Age-Friendly Montgomery: What it Means For You forum enabled COA to educate participants about the initiative and its benefit to the County while also gathering important attendee feedback to help inform the Age-Friendly actions, while also learning more about the needs and concerns of county residents.

Feedback and insights shared during the Forum primarily in each of the breakout sessions will also help inform the COA's annual Summer Studies. Summer Studies allow commissioners time to research in more depth, selected issues of specific concern to older residents and make recommendations for improvements. COA monitors the status of the recommendations.

Therefore, the goals of the Stakeholders Forum were to:

1. Educate participants about the WHO/Age Friendly initiative and its impact on the community.
2. Inform attendees of progress made to date.
3. Seek feedback from attendees.
4. Develop recommendations to inform ongoing work on the initiative.

Montgomery County's Age Friendly Initiative Overview

Age-Friendly Montgomery is making Montgomery County an even better community for a lifetime; a place where residents can age, thrive to their full potential and contribute as a powerful resource in making the County a better, stronger, more inclusive place for everyone.

An Age-Friendly Montgomery Advisory Group comprised of public and private leaders oversees the efforts of ten Age-Friendly Workgroups (also comprised of people from the public and private sectors) in addressing domains considered essential to an age-friendly community. They offer critical input into planning for an Age-Friendly future designed to meet the changing needs of all County residents, with a focus on the rapidly growing and diverse older populations.

The following ten Age-Friendly workgroups are associated with each of the Age-Friendly domains:

- Civic and Social Engagement
- Communication and Outreach
- Elder Abuse Prevention
- Employment
- Health and Wellness
- Home and Community-Based Services
- Housing
- Planning, Outdoor Spaces and Buildings
- Senior Public Safety
- Transportation and Mobility

Opening Plenary Session

Welcome- Noelle Heyman, Chair, Commission on Aging welcomed participants and provided an overview of the meeting goals and objectives.

Introduction to Forum Format – Elinor Ginzler, Senior Director for Supportive Services, JCA, introduced participants to the planned flow of the day's discussions.

Age-Friendly Montgomery Presentation – Marcia Pruzan, Age-Friendly Montgomery Coordinator, provided an overview of the Age Friendly Montgomery Initiative, its 10 domains and workgroups, and how the workgroups interrelate. She explained the importance of the four specific domains (Transportation and Mobility,

Communication and Outreach, Home and Community Based Services and Housing) represented by the panel experts. Participants in the Senior Summit and past COA Stakeholders Meetings repeatedly identified opportunities to improve county services in these areas.

Panel Discussion

COA convened a panel of experts who are associated with the following four (of the ten) Age-Friendly domains, to educate participants about the work and progress made in these domains (Appendix C, Panelists presentation highlights):

1. **Transportation and Mobility.** Co-chairs: Sam Oji, Department of Transportation and Medicaid Senior Transportation Chief and Shawn Brennan, Department of Health and Human Services, Transportation and Mobility Coordinator.

Current status: On average older County residents will live 7-10 years beyond their ability to drive. The inability to drive has the potential to create social isolation resulting in missed doctor appointments, the risk of not obtaining important prescription drugs or food, and the inability to maintain connection with one's community. Transportation options can help reduce potential isolation, increase social engagement to help residents remain in their communities. Increasing awareness of current transportation options and programs presents a significant challenge. Current outreach campaigns include signs on buses and at bus stops, as well as newsletters to highlight resources and how to use them. The campaign advertises three specific programs: 1) Seniors ride free on Ride-On buses from 9:30am to 3pm Monday-Saturday; 2) Call-n-Ride, a subsidized taxi program (subsidy covers 50-90% of cost) for low-income residents aged 65 and older; and 3) Connect-A-Ride, an information and referral service to help older residents plan trips using various transportation resource options.

Workgroup goal: To address the isolation of older residents by advising the county about opportunities to create access to affordable transportation services and programs.

Workgroup strategic priorities: Advise the county about how best to 1) increase awareness of available transportation resources and schedules; 2) ensure affordable transportation services; and 3) ensure transportation accessibility including accessible sidewalks and bus stops.

2. **Communication and Outreach.** Co-chairs: Stuart Rosenthal, Publisher and Editor, Beacon newspaper and Lorraine Driscoll, Montgomery County Office of Public Information.

Current status: Montgomery County residents, as with others, usually seek information when they need it most. The key is providing information as frequently as possible through multiple diverse channels to ensure its availability and ease of access when needed. The County currently provides information about available resources and services through the following communication channels:

- ⇒ 311 for non-emergency questions
- ⇒ Senior Services Resource Line at 240-777-3000
- ⇒ Montgomery County Seniors website (link)
- ⇒ Email distribution lists
- ⇒ Paperless airplane through the County's website
- ⇒ Monthly eNewsletter providing Caregiver Resources (via HHS)
- ⇒ Montgomery County Seniors Today TV show (monthly)
- ⇒ Make A Difference TV Show
- ⇒ Radio One
- ⇒ Ads in the Beacon newspaper
- ⇒ Mailings, Bus ads, County Fair

Workgroup goal: To continue to help the County provide information as frequently as possible through diverse communication channels.

Workgroup strategic priorities: Help ensure that the County 1) communication channels (i.e. email, print, and web) are strengthened, and 2) content is improved to make it consumer friendly.

3. **Home and Community-Based Services.** Co-chairs: Dr. Jay Kenney, Chief, Montgomery County Aging and Disabilities Services and Hileia Seeger, Director, Senior Services, JSSA.

Current status: The majority (85%) of the aging population desires to age-in-place in their homes and communities. Increasing life expectancy means people are living longer with greater need for long-term services and supports delivered in the home. Informal caregivers (i.e. family, friends) provide 80% of support, but this number is significantly decreasing due to divorce, geographic distance, and women in the workforce. Even with the many wonderful resources available in Montgomery County, we anticipate a gap in care due to the lack of affordable in-home services to those who do not qualify for Government support. To this end, we will gather stakeholders together and discuss how agencies can collaborate in order to provide affordable comprehensive care.

Workgroup goals: The goals of the HCBS workgroup are to identify and maximize existing resources and care management options through improved collaboration and outreach efforts and to continue to help the County support all older residents through home and community based supports with an emphasis on those in the

“grey zone”. They have begun to to 1) identify how seniors are getting information about available resources and services now, 2) to recognize and address the sensitivity to address cultural and language differences, and 3) plan to mobilize support from the community in the process. In the 2nd year of the Age-Friendly Strategic Plan, the Workgroup will focus on creating a tangible product and convene a stakeholder group to provide recommendations to streamline entry points so that those seeking help receive the same information regardless of their entry point.

Workgroup strategic priorities: The priorities include advising the county about 1) how to better support residents by raising awareness about available resources and services; and 2) simplify access through integrating services; and 3) optimizing navigation of services.

4. **Housing.** Presenter: Leslie Marks, Senior Fellow, Montgomery County Department of Housing.

Current status: During Mr. Leggett’s tenure as County Executive in Montgomery County seven out of 13 proposed affordable housing units have been completed. His housing priorities include providing residents with housing choices at all income levels. His policies provide the main lifeline for affordable senior housing in the County. However, county growth, changing demographics and a growing older adult population combine to create an affordable housing deficit of approximately 50,000 units. Reasons for such a large number is complex; building to accommodate the need will not solve the problem. The County can help narrow the gap in affordable housing through the following strategies:

- ⇒ Build approximately 16-17 communities subsidized by the County through tax credits to buy down rent costs.
- ⇒ Require 10% of communities to reach the affordability standard of 30-40% of median income through the County tax credit program.
- ⇒ Make good use of the Housing Opportunity’s Coalition for federal funding for Section 8 housing.
- ⇒ County Department of Housing and Community Affairs continues to work with HOC at the State level to provide rent supplements to seniors.

Workgroup goal: To continue to support the County Executive’s priority of providing choices for those who choose to age in place, multiple facility options, moving in with children, assisted living, home sharing—whatever that choice may be.

Workgroup strategic priorities: The priorities include advising the county about opportunities to 1) promote affordable housing through the use of the above strategies, 2) incorporate wrap-around services for those living in affordable housing units, and 3) maintain affordable assisted living.

Breakout Sessions provided opportunity to capture resident feedback and enable participants to share thoughts, ideas, feedback, insights and ask questions of panel experts about their topic areas. Each breakout were aligned with an age-friendly domain and were conducted simultaneously. Each session was conducted four times and participants were encouraged to engage in “speed dating” with the breakout sessions. That is, attend a breakout session for each topic within the allotted 90 minutes, with the option of returning to or staying with a topic of special interest to them. Almost all participants visited each of the four breakout sessions. Breakout Session notes (**Appendix D**) were summarized and presented during the Plenary Session.

Closing Plenary Session: Panel experts, facilitators and scribes from each breakout session summarized the notes compiled from each of their four sessions (**Appendix E**). Scribes shared breakout highlights, resident concerns, recommendations, thoughts and ideas from each of their sessions. Participants asked questions shared additional thoughts and insights, and refined breakout session output to ensure accurate data capture.

Recommendations

Based on the Age Friendly Workgroups’ themes/priorities and the feedback in the breakout sessions, the following recommendations have been identified:

Housing

The top issues identified by participants in the AF Housing Workgroup Breakout Sessions follow:

- ⇒ Expand affordable housing for seniors
- ⇒ Increase wrap-around services
- ⇒ Increase affordable assisted living for seniors

Recommendations:

1. The County should develop a long-term plan for affordable housing for older adults, including affordable assisted living residences. This plan should include identifying multiple ways to address the issue of a shortage of affordable housing for older adults in addition to MPDUs (which is not affordable for all older adults), e.g., private/public partnerships to add to the stock of new affordable housing for older adults; approaches for keeping rents at an affordable level including rent stabilization in neighborhoods that are becoming transportation hubs and are vulnerable to gentrification; a shared housing program.
2. The County should explore a variety of way to provide wrap-around services to older adults in housing where there are a significant number of older adults (e.g., affordable senior housing, NORCs).

Transportation

The top issues identified by participants in the AF Transportation Working Group Breakout Sessions' issues follow:

- ⇒ Provide better communication and outreach to older adults regarding transportation services in the County.
- ⇒ Support for seniors and family members to assist older adults in transitions in daily life. (e.g., giving up driving and learning to use public transportation).
- ⇒ Importance of the availability of transportation services to the well-being of seniors.

Recommendations:

- 1 Enhance all modes of communications regarding transportation services including (e.g., website, hard copies/flyers, smart phone apps., newsletters).
- 2 Information on all the transportation options including groups that provide volunteer drivers.
3. Expand the availability and updating of bus schedules (e.g., bus shelters, libraries, 311, daily money managers [AADMM] who work directly with seniors).
4. Publicize what ID is needed for Ride-On Senior discounts and free rides, smart-trip cards.
5. Collect statistics on older adult use of Metro Access, Call n Ride, etc. and conduct objective evaluations of transportation services (e.g., scheduling, wait times, driver sensitivity and support.
6. Provide assistance to older adults and families in transitioning from driving to use of public transportation. For example, provide training for older adults and families as well as training for drivers in appropriate behavior to assist older adult riders.

Communications

The top issues identified by participants in the AF Communications Workgroup Breakout Sessions' issues were:

- ⇒ Communication hurdles such as language access, cultural barriers, social isolation.
- ⇒ Coordination of public communication efforts between county departments to avoid duplication or inconsistency.
- ⇒ How does the County know if their communications efforts are effective in terms of are residents getting the information they need about available services and resources.

Recommendations:

Although, the County has undertaken a number of communication enhancements, there is need to make further improvements such as:

1. Enhance easy and multiple ways for older adults and their families/caregivers to access information about services and programs in the County (e.g., postcard size mailing to all households; distribute a refrigerator magnet or “vinyl cling” with phone #s and website, available in most common languages, No Wrong Door initiative, grocery stores’ bulletin boards, recreation centers, libraries, Next Door list serves, internet search engines, phone help line, Beacon upcoming events listings).
2. Recruit “ambassadors” such as service providers, caregivers, medical/health care providers, faith communities, villages, The Beacon to provide county services and programs information.
3. Evaluate the county’s communication methods for extent of outreach, effectiveness, readability, and understandability.

Home and Community Based Services

The top issues identified by AF Home and Community Based Services Breakout Sessions’ issues were:

- ⇒ Need to connect various groups such as faith-based communities, villages, adult mentoring programs, WISH/Nexus Montgomery to leverage their work.
- ⇒ Recruiting and training Caregivers.
- ⇒ Maintaining quality of life in the community.
- ⇒ Need for affordable in-home services

Recommendations:

1. Identify ways to recruit and vet caregivers
initiate a vetting process and a training program for eligible caregivers (have consistent eligibility criteria for all levels).
Consider a clearinghouse of caregivers.
2. Initiate training program for home care paid caregivers and family caregivers.
3. Increase care/case management.
4. Increase and publicize programs/issues of caregivers such as.
5. Increase facilities for respite care.
6. Increase offerings of Chore services such as handyman and personal care.
7. Provide money management/financial services.
8. Increase food insecurity.

Appendices

- A: Agenda
- B: Age Friendly Initiative document
- C: Breakout Sessions’ notes

Appendix A

Montgomery County Commission on Aging 2017 Community Meeting

Age Friendly Montgomery–What Does It Mean For You?

Agenda March 29, 2017

8:30 am	Registration and Refreshments
9:00 am	Welcome Noelle Heyman, Chair, Montgomery County Commission on Aging Meeting Overview: Elinor Ginzler, Director, Supportive Services, JCA, Moderator
9:15 am	Age Friendly Montgomery Overview: Marcia Pruzan, Senior Fellow, Age Friendly Montgomery, COA
9:30 am	Panel presentations from workgroup representatives <ul style="list-style-type: none">● Housing: Leslie Marks● Transportation: Sam Oji and Shawn Brennan● Communications: Lorraine Driscoll and Stuart Rosenthal● Home and Community Based Care: Hileia Seeger and Jay Kenney
10:10 am	Breakout Groups <ul style="list-style-type: none">● Transportation● Communications and● Home & Community Based Services● Housing
11:30 am	Highlights of session & summary plenary
12:25 pm	Next Steps
12:30 pm	Meeting Adjournment

Appendix B

Age-Friendly Montgomery County, Maryland



What is Age-Friendly Montgomery? Age-Friendly Montgomery is a program dedicated to making Montgomery County a wonderfully diverse *Community for a Lifetime*, where all residents can continue to age, remain, and thrive to achieve their full potential and be a powerful resource in making our County a better, stronger, more inclusive community for everyone.

When Did the County's Age-Friendly Program Begin? Montgomery County has a long record of working to meet the needs of both its active, vital residents as well as the more vulnerable. Building on that record, in December 2015, the County enrolled in the World Health Organization/[AARP Network of Communities](#). The County joins more than 140 Age-Friendly communities across the country, as well as those in more than 20 nations across the world. These communities are committed to ensuring that they are well designed, livable communities that meet the needs of residents of all ages. Montgomery County also has enrolled in the Dementia Friendly America initiative to address the needs persons with cognitive impairments and their caregivers. These two programs complement, strengthen, and enhance one another and together will benefit the entire community.

How Does Age-Friendly Work? County Executive Isiah Leggett leads this effort, together with residents across the County, community and faith-based organizations, businesses, and other stakeholders. They offer critical input into planning for an Age-Friendly future that is especially designed to meet the needs of all County residents, with a focus on our rapidly growing and diverse older population. This is a continuous effort that embraces our population's diversity and works over time to ensure that facilities, open spaces, programs, and services adapt to the changing needs of all County residents.

Areas of Focus. Government and community leaders work in groups covering ten domains to collect relevant information and develop strategic plans for programs and services for the next few years and beyond. An Age-Friendly Advisory Group provides guidance, monitors progress, and reports to the County Executive.

- **Civic and Social Involvement**
- **Communication and Outreach**
- **Elder Abuse Prevention**
- **Employment**
- **Health and Wellness**
- **Home and Community-Based Services**
- **Housing**
- **Planning, Outdoor Spaces, and Buildings**
- **Senior Public Safety**
- **Transportation and Mobility**

Montgomery County's Age-Friendly Domains and Missions

1. **Civic and Social Involvement:** To encourage and support vital living for all older adults in Montgomery County by providing opportunities for physical, mental, and social interaction.
2. **Communication and Outreach:** To distribute and publicize recognizable, understandable, timely, and accessible information on County and public resources and services for older adults.
3. **Elder Abuse and Prevention:** To protect elderly adults from maltreatment, physical abuse, sexual abuse, neglect, and financial exploitation of every type through education, intervention, and prosecution.
4. **Employment:** To promote the equitable recruitment and training of workers age 50 and older to enhance their employability and to benefit employers.
5. **Health and Wellness:** To bring together government and community partners to expand and promote health and wellness awareness, resources, and activities for 55+ that help maintain or improve physical, cognitive, and emotional health.
6. **Home and Community Based Services:** To provide Montgomery County residents coordinated, personalized, community-based support allowing them to age safely and with dignity in their communities.
7. **Housing:** To ensure that Montgomery County older adults will have choices of dwelling types to meet the changing needs and preferences of this population. The County will support initiatives to assist older adults to age in place, downsize, choose rental housing or home ownership. Further, the County will support housing with supportive services without having to leave the community.
8. **Planning, Outdoor Spaces, and Buildings:** To “change the way we age” by enabling older adults to “stay active, to the fullest extent possible, within all areas of life; physical, spiritual, emotional, intellectual, vocational, social, and environmental. Aging within these dimensions of wellness keeps us alert and enjoying a productive life.” (Adopted from the International Committee on Active Ageing.)
9. **Senior Public Safety:** To provide physical, financial, and technological protection and safety for older adults.
10. **Transportation and Mobility:** To provide public and private transportation and mobility systems that enable older adults to go safely where they want to go, when they want to go.

For more resources and information:

- [Montgomery County, MD Senior Website:](http://www.montgomerycountymd.gov/senior/)
<http://www.montgomerycountymd.gov/senior/>
- [AARP's Age-Friendly website:](http://www.aarp.org/livable-communities/network-age-friendly-communities/) <http://www.aarp.org/livable-communities/network-age-friendly-communities/>
- [Dementia Friendly America:](http://www.dfamerica.org) <http://www.dfamerica.org>

Appendix C

AGE FRIENDLY MONTGOMERY MARCH 29, 2017 Transportation Breakout Group Notes

Transportation Breakout Themes

1. Get information out to the community regarding options/programs are fragmented
 - Bus schedules, Ride On, travel training, Call n Ride;
 - Existing channels: 311, Connect-A-Ride (CAR), county website, flyers
2. Support for seniors and family members on giving up one's car/transitioning in life
 - Existing programs offered by JSSA, JCA, AARP
3. Volunteer support to accompany seniors on public transportation (travel buddies, intergenerational efforts)
4. Lyft/Uber/Go Go Grandparent
5. Impact of transportation (ability to get out of the house) on mental health and well being

Breakout Group A

- Non-smoking rules in place but there is not sufficient signage in public spots; publicity needed
- Bus schedules need to be posted at bus shelters
- Bus schedules needed @ libraries
- Many seniors don't have smart phones [noted that one can call 311 for schedules et al]
- Schedules need to be replaced
- Volunteer transportation programs (JCA VillageRides, Senior Connections et al)
- Uber/Lyft options for seniors w/out smart phones [Go Go Grandparent was mentioned]
- Ride On [CAR was mentioned]
- Reduced fares for taxis. Which taxi companies?
- Transportation to senior centers [mentioned CAR in-language help is provided, buses available for seniors living within 3 miles of a center]
- Seabury offers transportation in D.C.
- Suggestion to work with WABA (Washington Area Bicycle Assn) to promote alternative methods of transportation

Breakout Group B

- Available programs are fragmented; it's hard to navigate the breadth of programs
- Is the timing of trips considered when official transportation planning is undertaken? [yes, BRT (Bus Rapid Transit) and Ride On Extra]
- Long wait times for Ride On and Metrobus then buses come in spurts
- Are there statistics on usage by program (MetroAccess and Call n Ride)?
- Change the mind set for future needs/don't wait until the need to give up one's car is present [possible opportunities eye dr/other dr, family, environmental groups, personal testimonials, AARP "We Need to Talk," JCA "Still Driving"]
- What id is needed for Ride On senior discounts and free rides? SmartTrip card?
- Long lead time required to set up rides

Breakout Group C

- Need to know all transportation options available [311, CAR, county website]
- Get transportation program info to Daily Money Managers (AADMM) whom work directly with seniors
- Issues with MetroAccess – what can the public do to improve it or help? [county surcharge is going to support the program]
- When multiple buses arrive simultaneously, how can a rider identify which bus they need?
- Improve smart phone app to remember (?) identify length of time of a ride
- Training for seniors to ride public transportation [JCA Travel Training]
- What training exists for public bus drivers to assist seniors? [It is part of operator training]
- Transportation is a priority 1) to help with mental wellbeing of those stuck at home, and 2) for people in the transition period of life/those giving up their car [JCA “Still Driving” workshop, JSSA “To Drive or Not To Drive” program]
- Need a statement about the importance of transportation as it relates to quality of life
- Need to get the message out about giving up your car; sell the idea using public transportation
- Uber/Lyft/Go Go Grandparent are options [vehicles need to be ADA compliant for federal/state/county funding/grants]
- Volunteer groups to be a driving buddy or accompany seniors on bus and metro

Breakout Group D

- Intergenerational support of seniors with public transportation

Parking Lot Ideas

- %/# of seniors with smart phones
- Need for escort into doctor appointments in addition to transportation to appointments
- Need for intergenerational support of seniors across all areas

COA Stakeholders’ Meeting, March 29, 2017 Notes from Communication breakout sessions (4)

Issues and Concerns

Question presented to participants: County is engaged in a robust communications effort, but is it effective? Are residents getting the information they need about available services and resources?

Hurdles to overcome include language access, cultural barriers, social isolation.

Also, people don’t always focus on the information they receive until they need it. And then, they may not recall it.

In opening session, discussion about communications efforts of other departments. Need to be sure coordinated and not duplicative.

County update:

County has been working on content (including reading levels), updating website content and navigation, preparing the full page inserts for The Beacon. Vivian has recruited professional volunteer translators who have translated Beacon inserts into Chinese. Spanish language translators have been identified; other languages needed. Goal of the Beacon inserts is to provide key points on programs and resources in a format that can be saved for future reference. Insert also highlights Seniors Today. Working on a calendar of events to include in future issues.

Key info: 311, 240-777-3000, and www.montgomerycountymd.gov/senior. Premise is that while more information is useful, knowing these resources will get people to all that they need.

Seniors Today is another way to get info about County resources out to community.

One session participant who lives in an apartment complex Silver Spring observed that resources seem to be more available in other parts of the County.

Recommendations

People need the resource info before there is a crisis.

Keep it Simple – keep the message simple -- 311, 777-3000, website.

Postcard size mailing to all households or create and distribute a magnet, or “vinyl cling” that residents can put on refrigerator or other surface in their home. It could be in 2-3 most common languages. Phone numbers and website.

Reach out to service providers, caregivers, medical/health care providers (pharmacists), faith communities, villages – they can be the “ambassadors”. Also consider schools, first responders, grocery stores. Encourage recreation centers and libraries to have a section of their resource table/bulletin board set aside for older adult resources.

Consider targeting the activity or need, rather than having a focus on age.

Share – encourage people to share the information they receive with family, neighbors. Personal connections are very important.

Coordinate with other agencies to avoid duplication of effort.

Consider using Nextdoor – the social network for neighborhoods.

Conduct a survey to find out where people get their information. (Note – this was done as part of the pre-Senior Summit survey in 2015)

Make best use of internet search engines to bring County resources to the fore.

Consider a recording on county phone line to let callers on hold know about senior resources.

Operate a phone help line like DOT is doing on transportation.

Need to reach adult children.

Identify test sites, networks – a congregation, a housing complex, other.

Include County resources in other trainings – eg upcoming training for housing managers.

WISH could help demonstrate how to use 311 (or website for residents with internet access).

Include upcoming events in Beacon insert.

Is there any way to provide coupons for services? (SE note – not clear about this.)

Very important that the text and content of all materials – hard copy or electronic, be readable and understandable.

** Lorraine will connect with participants who offered sites to consider for testing the use of resource material, and to help with content review re readability.

HCBS - Overall Themes

Age Friendly Montgomery

March 29, 2017

1) Identified Need to Connect Various Groups

_ Including: Faith-Based; Villages; Adult Mentoring Programs; WISH/Nexus Montgomery. Leverage work of groups to avoid duplication.

2) Identified Needs of Caregivers -- All Levels

a) Training for: CNAs/GMAs; Homemaker/chore aides - "Gray Market"; Family Caregivers.

b) Develop a Clearing House -- for finding various caregivers (including "vetting"/background checks to protect against fraud & abuse. And/or -- add to existing website.

3) Identified Need to Maintain Life in the Community - (including avoiding hospital admissions/readmissions)

a) Ancillary Services in the home (x-ray; dental; podiatry); Fitness/avoiding falls.

b) Address role of "cluster services" not just in HUD housing (e.g. "Housing w/ Services" programs) but inclusive of various catchment areas with high concentration of older persons.

c) Emphasis on role of care management/case management/coordinated care to achieve goal.

4.) Identified need for affordable in-home services

- clustered homecare allowing for short shifts and affordable rates

- clustered wrap-around services including in-home mental health and care management.

General Questions

- 1) How can we help people both return to community (from hospital/SNF) & avoid being admitted to hospital/SNF through HCBS?
 - Review the role of chore services
 - Review the role of meals/respite/companions
 - Review the role of "cluster care" services
 - Review the role of faith-based communities
 - Review the role of fitness training/instructors
- 2) What is the status of Caregiver Coordinator?
- 3) Can you develop a clearing house of caregivers (one that includes vetted caregivers to help prevent fraud & elder abuse)

Parking Lot

- 1) Is there a role for the QIOs -- they have a patient/family advisory council?
- 2) Are you considering developing a housing match?
- 3) What are the programs for affordable housing ... including retrofitting and developing rules for "accessory apartment"?

HCBS

Specific Groups - Comments

Group 1

- 1) Need for respite programs for supporting caregivers.
- 2) Role of chore services --- chore only programs (handyman; snow shovel services) as well as personal care.
- 3) Provide help with connecting groups -- faith/based; villages (how to build on the villages); mentoring ... using adult mentor program (assume mentees) for chore services.
- 4) Training - for Home Care workers (sub issue - vetting); training --- for all levels of caregivers both family and paid.
- 5) Increase care/case management ... How? Seabury? WISH? ... (future caregiver convening meeting anticipated).

Group 2

- 1) Concerns about "Gray market" caregivers ... (vetting/safety); discussion of forthcoming Tool Kit for hiring paid caregivers.
- 2) Need for a Clearing House (w/ vetting) of caregivers.
- 4) Need for training of family caregivers.

Group 3

- 1) As plans develop ... there needs to be parity of services for people in shared housing as well as public "housing with services" programs.
- 2) HCBS -- needs to consider ancillary services in home (x-ray; dental; podiatry etc.).
- 3) How can HCBS build on villages (support/TA?).
- 4) Consider "cluster care" services.

Group 4

- 1) Discussion of dissemination --- use of existing website.
- 2) Review inconsistent eligibility criteria for various programs and services ... make clear.
- 3) Consideration of money management/financial services in HCBS
- 4) Consideration of food insecurity in HCBS.

HCBS - Overall Themes Age Friendly Montgomery March 29, 2017

- 1) Identified Need to Connect Various Groups
_ Including: Faith-Based; Villages; Adult Mentoring Programs; WISH/Nexus Montgomery. Leverage work of groups to avoid duplication.
- 2) Identified Needs of Caregivers -- All Levels
 - a) Training for: CNAs/GMAs; Homemaker/chore aides - "Gray Market"; Family Caregivers.
 - b) Develop a Clearing House -- for finding various caregivers (including "vetting"/background checks to protect against fraud & abuse. And/or -- add to existing website.
- 3) Identified Need to Maintain Life in the Community - (including avoiding hospital admissions/readmissions)
 - a) Ancillary Services in the home (x-ray; dental; podiatry); Fitness/avoiding falls.
 - b) Address role of "cluster services" not just in HUD housing (e.g. "Housing w/ Services" programs) but inclusive of various catchment areas with high concentration of older persons.
 - c) Emphasis on role of care management/case management/coordinated care to achieve goal.

General Questions

- 1) How can we help people both return to community (from hospital/SNF) & avoid being admitted to hospital/SNF through HCBS?
 - Review the role of chore services
 - Review the role of meals/respite/companions
 - Review the role of "cluster care" services
 - Review the role of faith-based communities

-Review the role of fitness training/instructors

2) What is the status of Caregiver Coordinator?

3) Can you develop a clearing house of caregivers (one that includes vetted caregivers to help prevent fraud & elder abuse)

Parking Lot

1) Is there a role for the QIOs -- they have a patient/family advisory council?

2) Are you considering developing a housing match?

3) What are the programs for affordable housing ... including retrofitting and developing rules for "accessory apartment"?

Commission on Aging Stakeholders Meeting

Notes from Leslie Marks' Housing Breakout Groups-March 29, 2017

Recorded by Monica Schaeffer

Discussions by the 4 breakout groups centered around the 3 outlined and broadly defined priorities for the Age-Friendly Housing Work Group:

1) Expand affordable housing for seniors

2) Increase wrap-around services

3) Increase affordable assisted living for seniors

1. Several barriers were raised and need attention if the county is to be successful in increasing the supply of affordable housing for seniors: a) identification of reliable funding sources, particularly given the policies of the new administration. Mention was also made of how to fund affordable assisted living and how Medicare waivers work, money follows the person instead of money funding a facility; b) differing eligibility criteria and consistency for various programs resulting in many seniors slipping through the gaps and seniors being defined either as age 55, age 62, age 65, etc; c) concern over overlapping resources with Affordable Dementia Care initiative-this initiative and the Age-Friendly initiative need to stay separate but the Age-Friendly group should be mindful where resources can be identified that can aid both County programs.

2. Many participants agreed that the above-mentioned priorities were spot on. Additional priorities that were mentioned include:

a) formal planning for multi-generational housing options-explore the DC model (Georgia Ave. near Walter Reed) where they paired seniors with families headed by single mothers; b) more aggressive county incentives for aging-in-place; c) further research regarding labor issues and labor shortages to staff the affordable assisted living places; d) increase awareness to groups/associations doing business in this senior housing sector. The

American Association of Daily Money Managers was mentioned specifically by 1 participant as a resource or wrap around service for seniors; e) What is the county doing regarding accessible housing?-only 1% of the County's stock is accessible while DC has committed to 8%. Possibly investigate how to use tax credits for retrofitting and building new accessible housing; f) Come up with a "Dream Statement"-what would be the ideal state of senior housing for the County.

3. Discussion around the **first priority**: Expand affordable housing options for seniors. Since Leslie made the case that the County can't build a sufficient number of units, the Housing Age-Friendly Work Group is looking to other ways to meet the needs. For their strategic plan, the Work Group is looking at re-activating the home-sharing program and looking to the model of St. Ambrose in Baltimore. A number of issues were raised: a) make sure to communicate the vetting process and address security issues/procedures around matching people; b) need to broadly communicate the county's hot line for housing: 1-800-394-9990; c) also investigate co-housing options that currently exist in Takoma Park and Silver Spring; d) investigate the model in The Netherlands where college students are housed with seniors and where there is an institution (university) supporting the 2 groups.

4. **Second priority**: While the Age-Friendly group is exploring 3 specific wrap-around services including weatherization, medication management, and security survey, the discussion did not address these services but rather talked in general. Specifically, participants brought up the need for training programs for people who work with seniors, including the training of property managers. In addition, residents living at Bonifant suggested that a video be produced that could be made available to county residents. The Charter House and the Elizabeth House could also be included with residents talking about the wrap around services. Discussion also centered on investigating partners who could provide services and investigating the intersection between housing and employment in terms of the labor force needed to provide the services.

5. **Third priority**: Affordable Assisted Living-Funding sources are extremely limited. Participants strongly voiced that assisted living communities should not only be affordable but accessible as well. Leslie explained that to be defined by the Federal Fair Housing Act as age restricted senior housing, 80% of the residents in a community must be 62 + in age. The Fair Housing Law limits age targeting for multi-generational living.